

## **SERVICES**

### **Administrative Services Division (ASD)**

The Administrative Services Division, part of Joint Base Myer-Henderson Hall Human Resources Directorate, is open Monday through Friday from 6:30 a.m. to 4 p.m. ASD comprises the following programs and services:

Freedom of Information/Privacy Act. Individuals wishing to request information pertaining to Joint Base Myer-Henderson Hall or Military District of Washington activities may submit requests under the FOIA/PA program. The JBM-HH Home Page has a link to the FOIA Reading Room where procedures are outlined for submitting requests. Contact is the FOIA/PA Officer at 703-696-8516/7096.

Army Records Information Management System (ARIMS). The Installation Records Manager offers assistance in setting up ARIMS accounts; provides training on the use of ARIMS; conducts staff assistance visits on request to help units properly set up and maintain their ARIMS filing system; and conducts tri-yearly inspections. Contact is the Records Manager at 703-696-7096.

Records Holding Area Operations. The Installation Records Manager maintains a local Records Holding Area for long-term records storage under the ARIMS system for those organizations to which we provide support. Contact is the Records Manager at 703-696-7096.

Publications and Forms Ordering/Stockroom. The Pubs/Forms Manager manages all requests for Publications Accounts made on DA Form 12-R; provides training to users on how to use the Army Publications Website and the Publications Product and Index Ordering System to order publications and forms; assists users in locating hard-to-find items; maintains a stockpile of DD and DA certificates for customer use. POC is the Pubs/Forms Manager at 703-696-4592.

Local Publications and Forms Preparation. The Local Pubs/Forms Manager provides guidance and assistance to customers on the preparation and proper format of locally-generated policy memorandums, regulations/pamphlets, and forms (to include e-forms); assigns numbers to policies, regulations/pamphlets and forms; coordinates posting of applicable locally-generated publications on the JBM-HH website. POC is the Local Pubs/Forms Manager at 703-696-7096.

Print Program. The Print Control Program oversees all appropriated fund print jobs for JBM-HH and MDW activities; obtains cost estimates and most cost-effective route for print jobs; assigns control numbers and transmits print jobs to the Defense Automated Print System (DAPS); assists customers in obtaining support for unusual or short-notice

print jobs. The Print Control Program services are also available to Non-appropriated fund activities as requested by those activities. POC is the Print Control Officer at 703-696-4592.

Official Mail and Distribution Management (OMDC). ASD operates two OMDCs, one on Fort Myer and one on Fort McNair. The OMDCs receive and sort all inbound official mail for the units on the installations; provide metering service for outbound official mail being sent through USPS; provide waiver letters for the use of private carriers such as UPS and FEDEX; maintain a stock of USPS mailing boxes and labels for customer use. In addition, the Official Mail Manager (OMM) conducts annual inspections of unit mailrooms, conducts training for mail handlers, and assists units with deployment/redeployment postal planning. POCs is the Official Mail Manager at 703-696-8516.

Office Symbol Management. Organizations down to branch level submit requests for office symbols to the ASD. POC is the Chief, ASD at 703-696-7096.

USPS Liaison for Soldiers in the Barracks. The Official Mail Manager and Chief of ASD provide liaison functions between Soldiers in the barracks and the USPS, to include: participating in the planning phases of new mailbox installation; assisting Soldiers whose mail is not deliverable as addressed.

## **Army Career and Alumni Program (ACAP)**

The JBM-HH Army Career and Alumni Program is located in Fort Myer's Building 230, Room 126. ACAP assists transitioning military personnel, their Family members and Department of Army civilian employees by providing job search assistance, a variety of general transition assistance courses, seminars and one-on-one job search and career counseling.

Services offered include resume writing, networking, interviewing skills, conducting job market research and marketing your skills.

For more information regarding ACAP program operations, contact 703-696-9603. To register for classes, call the ACAP center staff at 703-696-8334/0973 or stop by our offices in Building 230 and see [www.jbmhh.army.mil/sites/services/acap.asp](http://www.jbmhh.army.mil/sites/services/acap.asp).

## **Army Community Service (ACS)**

Army Community Service Center at Joint Base Myer-Henderson Hall is located in Fort Myer's Building 201 on Custer Road. Hours of operation are 7:30 a.m. to 4 p.m.,

Monday through Friday. The main telephone number is 703-696-3510, FAX: 703-696-0159. Check [www.jbmhh.army.mil/sites/services/community.asp](http://www.jbmhh.army.mil/sites/services/community.asp).

The ACS Center provides comprehensive and coordinated services to support the readiness and well-being of active duty Soldiers, Retirees, DoD civilian employees, active duty members of the Army National Guard and the U.S. Army Reserve and all Family members, including surviving Family members of military personnel who died while on active duty, and Family members of POW or MIA personnel.

Army Community Service offers the following programs:

### **Information and Referral**

ACS maintains extensive resource listings for the surrounding military and civilian communities. The resource files consist of community resources such as social services, food stamps, schools, elder care, volunteer opportunities and much more. For more information, call 703-696-3510/2178.

### **Relocation Readiness Program**

This program helps to reduce the stress of change and moving with up-to-date information on military installations worldwide through the Military Homefront automated program. The program also offers overseas orientations, a lending closet with basic household goods, welcome packets, multicultural services and sponsorship training.

The Center for Area Information & Referral (CAIR) provides personalized relocation assistance to incoming military and civilian personnel. You can reach CAIR by calling 1-800-477-9571 or DSN 426-0026. For the Relocation Readiness Program, call 703-696-0156/0153.

### **Employment Readiness Program**

The Employment Readiness Program assists job seekers with their employment search strategy. Classes and services include assessing career goals, interests and skills; information on local employment opportunities; applying for federal jobs; in-house job board; resources for job training through local and DoD programs; job fairs; individual resume consultations; access to computers for job search; and teen employment opportunities. For more information, call 703-696-3047.

### **Consumer Affairs/Financial Assistance**

Consumer Affairs offers new car buying advice and assistance with consumer problems such as creditor disputes. Periodic classes cover subjects including credit buying, checkbook management, money management, health care, mutual funds, and other consumer topics.

Financial Assistance offers one-on-one confidential budget counseling and short- and long-term financial planning. The program also offers short-term emergency financial assistance for food, shelter or transportation. For more information, call 703-696-3510/0163.

## **Family Advocacy**

The Family Advocacy Program (FAP) provides services to Soldiers and their Family members in the prevention of domestic violence and child abuse through community awareness campaigns, life skill education classes, professional education and troop and commander briefings. FAP is divided into two areas: the enrichment program and support services, located at ACS – 703-696-3512 and intervention services (counseling), located at the Andrew Rader Clinic, Fort Myer – 703-696-3456.

Topics offered in the enrichment program include couple and parent-child communication skills; effective management of children's behavior; conflict management; and effective management of stress and anger in relationships.

Special programs that fall under Family Advocacy are the New Parent Support Program (NPSP), Victim Advocacy Program (VAP) and Sexual Assault Prevention and Response Program (SAPRP).

NPSP assists new parents in coping with demands of parenthood while increasing their parenting knowledge and skills, to enhance the lives of their children and reduce the occurrence of child abuse and neglect. For more information call 703-805-4547/2781.

The VAP mission is to protect the victims of abuse and provide services to ensure that each person who is a victim of domestic violence, is provided support and assistance with safety planning, emergency shelter, assistance with court and their legal rights, and support group resources and information. The program manager can be reached at 703-696-6611.

The goal of the SAPR program is to eliminate incidents of sexual assault through education, prevention, integrated victim support, rapid reporting, thorough investigation, appropriate action, and follow-up. Under DoD's confidentiality

policy, military sexual assault victims are offered two reporting options: restricted reporting and unrestricted reporting. For more information call 703-696-8463.

### **Exceptional Family Member Program (EFMP)**

If you have Family members with special medical or educational needs, the EFMP can help you find community resources, such as respite care, training, educational assistance, and support groups that meet your Family's needs. For more information, call 703-696-3510/8467.

### **Army Emergency Relief (AER)**

A Soldier must always be ready for whatever the mission requires. AER helps ensure financial emergencies do not interfere with readiness. The program helps to prevent lack of such basic needs as food, shelter and utilities through loans, or in dire circumstances, grants. For more information, call 703-696-3510/8435.

### **ACS Volunteer Corps**

The mission of the Army Community Service Volunteer Corps is to promote and strengthen volunteerism by unifying community volunteer efforts, supporting professional management, enhancing volunteer career mobility, and establishing volunteer partnerships to support individual personal growth and life-long volunteer commitment. If you have some spare time or are looking for something to do, consider volunteering. Volunteer work is a great way to get out and meet new and interesting people and keep up your work skills. For more information, call 703-696-3510/0168.

### **Army Family Team Building (AFTB)**

AFTB is a volunteer-led organization with a central tenet: provide training and knowledge to spouses and Family members to support the total Army effort. Strong Families are the pillar of support behind strong service personnel. It is AFTB's mission to educate and train all of the Army in knowledge, skills and behaviors designed to prepare Army Families to move successfully into the future. AFTB contributes to the Army mission by educating and training the Army Family to be self-sufficient leaders within their communities. AFTB Level I focuses on the basic skills and knowledge needed to live the military life. Level II allows the participant to grow into a community leader. Finally, Level III goes into inspiring and mentoring others into leadership positions. For more information, call 703-696-3510/0168.

## **Army Family Action Plan (AFAP)**

AFAP is a grassroots level forum for Soldiers, civilians, retirees and Family members to identify issues that affect quality of life and propose solutions that build self-reliance. The AFAP process further unites the Joint Base Myer-Henderson Hall and keeps all levels of the chain of command informed. Delegates from units on post and installation Families represent America's Army Family by identifying, developing and prioritizing unit/community/ installation quality of life issues. To get involved in the AFAP process, call 703-696-3510/0168.

## **Mobilization, Deployment & Family Readiness**

The Mobilization, Deployment & Family Readiness Program provides Soldiers and emergency-essential civilians, their Families, Family Readiness Group Leaders, Command Teams/Rear Detachment Command Teams and activated Guard and Reserve Component forces the necessary training and resources to ensure mission readiness. Included are the tools for training and preparing for stability and support operations (includes mass casualties, evacuation and natural disasters) and all phases of the deployment cycle: pre-deployment, deployment and post-deployment. These tools and materials are designed to support unit commanders in preparing service members, civilian employees and their Families for ongoing military operations. Call the Mobilization & Deployment Readiness office at 703-696-1229 for more information, training and support options.

## **Survivor Outreach Services (SOS)**

The Army has a commitment to the Families of fallen Soldiers. Families deserve our respect, gratitude and the very best we can provide. The purpose of Survivor Outreach Services is to deliver on that commitment by providing access to support, information and services for as long as they desire.

The support coordinator functions as long term support agent, assesses client needs, coordinates assistance/referrals.

The Financial Counselor provides financial assistance on investment, retirement, education, and estate planning. For more information, call Support Coordinator 703-696-8846 and Financial Counselor 703-696-8847.

## **Army Substance Abuse Program (ASAP)**

The Joint Base Myer – Henderson Hall Army Substance Abuse Program provides classes, presentations, orientation briefings and information on substance abuse and its negative consequences.

JBM-HH ASAP also conducts assessments and makes referrals for civilian employees on all personal problems and provides training on prevention of violence in the workplace.

The JBM-HH Army Substance Abuse Program is at 122 Forrest Circle, Fort Myer, 703-696-6860/3787/3901/3900/8773; fax 703-696-3609. Office hours are from 7 a.m. to 4 p.m., Monday through Friday.

## **Child and Youth Services**

### **Child Care**

Child and Youth Services have options for meeting child care needs. Child development centers provide educational programs to enhance and support children's physical, social, emotional and intellectual development.

The JBM-HH CYS provides full-day developmentally appropriate programs for children 6 weeks to 5 years old. It is provided Monday through Friday, 5:30 a.m. to 6:30 p.m.

Hourly care is designed to provide intermittent, short-term care for children 6 weeks to 4 years old. Children must be registered before using the program.

The Cody Child Development Center is in Fort Myer's Building 483. For more information call 703-696-3095.

## **Youth Services**

Youth Services provides activities for JBM-HH youth in first to 12th grades. Activities include youth sports, social and leisure activities and youth development opportunities.

Youth Services is located in the Cody Child Development Center, Building 483, Fort Myer. Phone 703-696-3712 for more details.

## **Civilian Personnel Advisory Center**

The JBM-HH Civilian Personnel Advisory Center (CPAC) provides civilian personnel management advisory and support services to the Joint Base Myer-Henderson Hall community.

CPAC support services include recruitment, staffing, position management, classification, labor relations, management-employee relations, workforce planning and benefits and entitlements.

Hours are Monday, Wednesday, Thursday and Friday, from 8 a.m. to 4 p.m.; open from 1 p.m. to 4 p.m. Tuesday (closed for training from 8 a.m. to 1 p.m.).

The CPAC is located at 101 Bloxon Street, Building 205, Room 139, Fort Myer. Call 703-696-3134 and check [www.jbmhh.army.mil/sites/directorates/cpac.asp](http://www.jbmhh.army.mil/sites/directorates/cpac.asp).

## **Military Clothing & Equipment Support**

The Military Clothing and Equipment Support branch, formerly Clothing and Equipment Repair Facility, is on the third floor of the Military Clothing Sales Store at Fort Myer's Building 313. This section provides military clothing alterations and routine sewing of insignia for authorized personnel. Shoe repair services are also available for active duty, reserve component and retired service members. Call 703-696-3344 for more information.

### **Military Clothing Sales – (Army and Air Force Exchange Service)**

Open 7:30 a.m. to 6 p.m. Monday – Friday; Saturday, from 9 a.m. to 4:30 p.m.; closed on Sunday. The “Alterations” section is open Monday – Friday, from 9 a.m. to 5 p.m. and Saturday from 9 a.m. to 4:30 p.m.

The Clothing Sales Store is in Building 313, Fort Myer. Call 703-696-3515 for more information.

## **Credit Unions and Banks**

Several banks and credit unions have offices on or near Fort Myer, Fort McNair and Henderson Hall to serve military personnel, Family members and federal employees:

### **Armed Forces Bank**

Building 451, Fort Myer, Virginia

Main Branch Hours, Lobby: Monday through Friday 9 a.m. to 4 p.m.

Drive Thru: Monday through Friday 8 a.m. to 4 p.m. Call 703-351-1262 for more information.

### **Armed Forces Bank Post Exchange Branch**

Building 450, Fort Myer: Monday through Friday 9 a.m. to 8 p.m.; Saturday - 9 a.m. to 7 p.m.; Sunday - 10 a.m. to 6 p.m. Call 703-741-0121 for more information.

### **Pentagon Federal Credit Union**

Building 450, Fort Myer -- Open Monday through Friday, 9 a.m. to 4 p.m.; Saturday, 9 a.m. to 2 p.m. Call 703-525-5950 for more information.



**Pentagon Federal Credit Union, Pentagon Concourse** – open Monday through Friday, 7 a.m. to 4 p.m. Call 703-838-1337 for more information.

**State Department Credit Union, Fort McNair, D.C.**

Building 41, Fort McNair – Open Monday through Thursday, 8 a.m. to 2:30 p.m., Friday, 8 a.m. to 3 p.m. and Saturday – 8 a.m. to noon.  
Call 703-706-5127 for more information.

## **Education Center**

The Education Division provides adult education opportunities and services for active duty and reserve component Soldiers and for others on a space-available basis.

Programs include Functional Academic Skills Training; college programs at the associate, baccalaureate and graduate level; Armed Personnel Testing; and Defense Activity for Non Traditional Education Support (DANTES), End of Course examinations, vocational and aptitude testing. Educational counseling and academic advisement are available.

An Army Learning Center is available at Fort Myer that provides a loan library of military publications, microcomputers for in-house use, software to assist in student loan and college searches, and numerous paper-based self-development materials.

\* The Education Center is located in Fort Myer's Combined Operations Facility, Building 417, and Room 216. Hours are from 7:30 a.m. to 3:45 p.m. Monday through Friday. Call them at 703-696-3070.

\* Pentagon Education Center – Room 3C147; 703-697-0308; Hours Monday, Tuesday and Friday from 8:30 a.m. to 3:30 p.m.

## **Directorate of Environmental Management**

The Directorate of Environmental Management (DEM) promotes environmental stewardship within the JBM-HH community by ensuring that sustainable methods and business practices are considered in daily decision-making. Our overall objective is to manage, reduce and eliminate environmental risks to the installation and to the environment.

The environmental program has been implemented and is validated by the Army's four environmental pillars of compliance, restoration, pollution prevention and conservation; as such, DEM commits to complying with applicable federal, state, Department of Defense, Army and local

environmental policy; conserving the distinctive cultural resources present on the installation; cleaning up environmental damage; and taking advantage of pollution prevention opportunities.

DEM staff administers the following major program areas: Air Quality, Storm Water Management, Recycling Coordination, Hazardous/Non-hazardous Waste Disposal, Above and Underground Storage Tanks (AST/UST), Cultural Resources, National Environmental Policy Act (NEPA), Pest Management Coordination, Sustainability and the Environmental Management System (EMS).

The office is located on 111 Stewart Road, Building 321, Fort Myer. Call on us for assistance in all environmental matters at 703-696-2013/1205.

## **Emergency Services, Provost Marshal, Fire Department**

The Directorate of Emergency Services (DES) is made up of Office of the Provost Marshal and the Fort Myer Fire Department.

The purpose of Emergency Services is to provide law enforcement, security and ceremonial support to the Joint Base Myer-Henderson Hall community and the U.S. Army Military District of Washington.

The Fire and Emergency Services Division provides broad based fire, rescue and emergency medical services to those entrusted in our care, preventing harm to people, government property and the environment through education, training and prevention programs.

### **Operations**

The Police Operations section is responsible for the daily operations of law enforcement patrols, emergency response dispatching and the JBM-HH Police Station. These functions include:

Police patrolling, desk operations, emergency 911 dispatching, traffic accident investigations, military working dog, animal control and funds escort.

These functions are completed by a staff of Department of the Army Police Officers and Military Police Soldiers. The Soldiers are from the 289th MP Company, 3<sup>rd</sup> U.S. Infantry Regiment (The Old Guard).

Police Patrols are responsible for enforcing all laws, regulations and policies; deterring crime through patrolling; responding to calls for assistance; assisting stranded motorists; and promoting a positive image of JBM-HH.

The Police Desk is responsible for receiving, coordinating and dispatching all emergency responders to JBM-HH incident. The Police Desk also assists individuals with general information requests.

## **Vehicle and Weapons Registration**

Privately owned vehicles operated on JBM-HH installations must be registered with the provost marshal within 72 hours after arrival. Bring your valid state vehicle registration card, valid driver's license, valid proof of insurance and government ID card to one of the vehicle registration offices: Fort Myer - Building 415 - registration desk in the Provost Marshal Office weekdays from 8:30 a.m. to 4:15 p.m. Telephone 703-696-8968 for further information. The Fort McNair vehicle registration office is in the Police Station in the basement of Building 32. The office is open Monday through Friday, 8:30 a.m. to 4:30 p.m. Telephone 202-685-3139 for further information.

## **Motorcycles**

Successful completion of a Motorcycle Safety Foundation (MSF) Course is required to register a motorcycle. Evidence of course completion from other areas will be accepted. Training is conducted at Fort Belvoir March through November weather permitting. The MSF Basic Rider Course (2 day course) and Experienced Rider Course (1 day course) are both taught. In accordance with DODI 6055.4, this training is provided at no cost to the military and DoD Civilian employees, and personnel will not be charged annual leave to attend this training. For more information, contact the Fort Belvoir Safety Office at 703-704-0645/0649 and see the website at [www.belvoir.army.mil/safety](http://www.belvoir.army.mil/safety). Click on the motorcycle safety training tab. Call the JBM-HH Installation Safety Office at 703-696-6996.

## **Wackenhut Security Guards**

The security officers at the Access Control Points for Fort Myer, Fort McNair and Henderson Hall gates are members of a contract security force prepared to assist the community in the Global War on Terrorism. This security element is part of the DES force structure. This joint Department of the Army and Installation Management Command initiative was implemented at installations and bases all over the world. The

contract security guard force was hired to relieve reserve component military personnel -- who augmented the JBMHH Police force for more than two years after Sept. 11, 2001.

## **Health**

Basic health care needs are met by two local clinics: Andrew Rader US Army Health Clinic in Building 525 at Fort Myer is the primary facility for Fort Myer and Henderson Hall. A smaller health clinic serves those at Fort McNair, D.C.

Other health care options exist throughout the National Capital Region. It is the sponsor's responsibility to ensure Family members are enrolled in the Defense Enrollment Eligibility Reporting System before seeking medical care at military facilities or through the TRICARE civilian network. Enrollment is initiated at TRICARE service centers in the MTFs throughout the NCR.

### **Andrew Rader U.S. Army Health Clinic**

The mission of Andrew Rader U.S. Army Health Clinic is to provide primary care to past, present, and future warriors and to all those entrusted to our care while providing medical readiness support for the Army's showcase community in the National Capital Region.

The clinic has a detachment of 41 Soldiers and more than 90 civilian personnel.

The facility hours are 7:30 a.m. to 4 p.m. Monday through Friday. The pharmacy remains open until 5 p.m. The facility is closed Saturday, Sunday and federal holidays.

For appointments please call 703-696-7951.

Services available at Rader include:

Primary Care: Family Practice, Pediatrics, Internal Medicine, Well Woman Care and Nutrition Care.

Specialty Care: Physical Therapy, Podiatry, Behavioral Health Services, Army Substance Abuse, Allergy and Immunization service, Optometry and Dermatology.

Additional services include: Physical Exams, Occupational Health, Community Health, Laboratory, Radiology and Pharmacy services

Soldiers can have their Periodic Health Assessment (PHA) as well as Post Deployment Health Reassessment (PDHRA) performed at Rader by calling 703-696-3630.

Please note that Rader Clinic does not have an emergency room and provides no emergent care.

## **Community Health Nurse**

The Army Community Health Nurse provides a Family-centered nursing program with emphasis on health promotion, disease prevention and community-health education.

The program includes Family- and child-health workshops, briefings and counseling on HIV/ AIDS, pregnancy and expectant-parent classes, health-risk appraisals, postpartum and newborn visits, cholesterol / blood-pressure screenings and more.

The nurse can be reached at Walter Reed Army Medical Center, Washington, D.C., 202-782-7181, Rader Health Clinic at 703-696-3662 or at DeWitt Army Community Hospital, Fort Belvoir, Virginia, at 703-805-0942.

## **Behavioral Health Services**

Behavioral Health provides comprehensive individual, Family counseling; counseling on child and spouse abuse; domestic violence; and stress. Services include crisis intervention and referral to appropriate civilian agencies. Command consultation concerning potential or actual psychiatric problem areas is also provided.

Services are by appointment; however, emergency situations are handled on a walk-in basis. Behavioral Science is on the first floor of the Rader Annex, Building 406, Fort Myer. 703-696-3456. Hours are Monday through Friday from 7:30 a.m. to 4 p.m.

## **Dental Services**

Military personnel on active duty can get their annual dental check-ups during their birth months at several clinics throughout the National Capital Region.

Fort Myer's Rader Dental Clinic - call 703-696-3460 Monday through Friday 7:30 a.m. to 4 p.m.

Fort Belvoir's Logan Clinic, Building 1099 -- call 703-806-4392 Monday through Friday -- sick call 7 to 9 a.m., appointments -- 7 a.m. to 4 p.m.

In an emergency, report to Walter Reed Army Medical Center - 202-782-1199 or DeWitt Army Community Hospital, Fort Belvoir -- 703-805-0414.

## **DeWitt Health Care Network**

Fort Belvoir's DeWitt Army Community Hospital is the central facility of a comprehensive health care network. The DeWitt Health Care Network (DHCN) serves

approximately 91,000 eligible military beneficiaries in Northern Virginia. In addition to the hospital, the DHCN encompasses four Family Health Centers (FHC): two centers are located on the military installations of Fort Belvoir and Fort Myer, **Virginia**, and two centers are located in the communities of Woodbridge and Fairfax, **Virginia**.

The DHCN is the only military inpatient facility south of the Potomac River and includes a 46-bed hospital with a Specialty Care Ward, Medical/Surgical Unit, Labor and Delivery Suites and a Mother/Baby Unit, Adolescent Partial Hospitalization Program, and a 24 hour Emergency Room.

## **Family Health Centers**

The Family Health Center of Fairfax is located at 2740 Prosperity Avenue in Fairfax, Virginia. It is a military treatment facility serving the communities of Annandale, Centreville, Fairfax, Vienna, portions of Burke and West Springfield, Virginia. Patients must be enrolled to this clinic prior to seeking care. The hours of operation for this clinic are Monday – Friday, 7 a.m. to 8 p.m. and Saturday 7 a.m. – 2 p.m. For more information, call 703-849-8191; 703-846-9503 for appointments.

The Family Health Center of Woodbridge is located at 14450 Smoketown Road, Prince William Square, Woodbridge, Virginia 22192. Generally, this clinic serves military Families residing in Woodbridge, Lake Ridge and other areas south of the Occoquan River in Virginia, as well as southern portions of Burke, Fairfax Station, Clifton and Springfield. Patients must be enrolled in this clinic prior to seeking care. The hours of operation for this clinic are Monday-Friday, 7 a.m. to 8 p.m. and Saturday 7 a.m. – 2 p.m. Call 703-550-2671 for more information.

The following are other Family clinics in the area:

### **Naval Health Clinic Quantico**

Serving active duty military and their Families attached to Marine Corps Base  
Quantico  
3259 Catlin Avenue  
Quantico, Virginia 22134  
703-784-1725

### **Dewitt Primary Care Clinic**

Serving Fort Belvoir, Mount Vernon, East Springfield, Lorton  
9501 Farrell Road  
Fort Belvoir, Virginia  
703-805-0612

For more information on Primary Care for Northern Virginia, contact the Registration Office, Primary Care Division, DeWitt Army Community Hospital, Fort Belvoir, at 703-805-0622 and [www.dewitt.wramc.amedd.army.mil](http://www.dewitt.wramc.amedd.army.mil).

## Understanding TRICARE's Access Standards

To ensure beneficiaries who use the Department of Defense (DoD) Military Health System receive medically necessary care when they need it, DoD leadership developed access standards for TRICARE Prime enrollees. What's important is ensuring that access to care is easy, fast and logical. TRICARE's standards for access are easy:

Access to Care Category	Standard	Definition
Urgent/Acute Care	Within 24 hours	Medical attention for a condition that, while not life or limb threatening, could become more serious if not treated. Examples of urgent care include eye or ear infections and suspected bladder infections.
Routine Care	One week or less	Medical care for symptoms such as colds and flu or low-back pain, for which intervention is required, but is not urgent.
Wellness Care	Four weeks or less	Medical care to promote health maintenance and prevention, for example Pap tests, physicals, periodic health assessments (PHA)
Specialty Care	Four weeks or less	Care provided by a specialist in a military treatment facility or TRICARE's provider network after referral by a primary care manager.

### Other TRICARE Access standards include:

- Wait time while in the waiting room no more than 30 minutes
- Travel time from home to TRICARE Prime enrollment site 30 minutes or less
- Travel time from home to specialty care no more than an hour

Emergency services are available and accessible within the TRICARE Prime service area 24 hours a day, seven days a week. In an emergency, TRICARE beneficiaries should call 911 or go to the nearest emergency room. For urgent or acute care listed above while traveling away from home requires the authorization of a primary care manager.

Access standards give DoD healthcare leaders a tool to measure the actual waiting and drive

times beneficiaries experience and to fix problems when they occur. By measuring access to care, DoD leaders can improve customer service. Their goal is to provide beneficiaries the world's best access to health care and ensure they receive evaluation of illness in a timely manner.

Besides making access to care easy to track and improve, DoD leaders also realize those long waits at the provider's office squander away valuable time. That's why the standards for access also measure how fast beneficiaries receive care for nonemergency situations at the provider's office. TRICARE's goal of beneficiaries being treated within 30 minutes of their arrival at the provider's office is very ambitious compared with other health plans.

Another practical feature of TRICARE is the TRICARE Mail Order Pharmacy (TMOP) program. DoD offers this convenient benefit so that TRICARE beneficiaries don't have to drive to a pharmacy every month to receive drugs for chronic conditions. To use the TMOP, beneficiaries simply call Express Scripts at 1-866-363-8667 to determine eligibility and obtain mail order envelopes with order forms or come by a TRICARE office for a brochure. For a nominal co-payment, beneficiaries may obtain up to a 90-day supply of drugs. That's the kind of convenient access to care TRICARE leaders like to promote. For additional information on this convenient benefit go to <http://tricare.mil/mybenefit/home/Prescriptions/FillingPrescriptions/TMOP>.

TRICARE service center representatives are available at each medical treatment facility during regular business hours to provide information about all aspects of TRICARE's health benefits. In addition, health benefits advisers (HBAs) and beneficiary counseling and assistance coordinators (BCACs) are available to answer questions as well.

TRICARE also offers a very powerful internet resource that can link you to healthcare services and resources called TRICARE Online (TOL). TOL provides a wealth of information and functionality including the ability to:

- Schedule appointments at any time online
- Submit pharmacy refill requests and check their status
- Check on a prescription status or access the
- View MTF directions, maps, contact information and clinic hours
- View information about TRICARE Programs such as dental and pharmacy services
- Access trusted health information
- Access benefits information
- And much more

Registration for TOL is just a click away at [www.tricare.mil](http://www.tricare.mil).



## **DiLorenzo TRICARE Health Clinic**

Arlington Annex, Arlington, Virginia, open from 7 a.m. to 4 p.m., Monday – Friday. The clinic is closed for federal holidays and Thursday afternoons for training. For more information, call 703-614-2726; for pharmacy refills, call 703-614-2765.

### **DiLorenzo TRICARE Health & Dental Clinics – Pentagon**

Health Clinic – Open Monday – Friday, 7 a.m. to 4 p.m. For more information and to make appointments, call 703-692-8800.

Dental Clinic – Open Monday – Friday, 7 a.m. to 3:30 p.m. Walk-in sick call hours are from 7 to 9 a.m. and from 12:30 to 1:30 p.m. For more information and to make appointments, call 703-692-8700. In emergency during non-duty hours, go to Walter Reed Army Medical Center, Washington, ~~DC~~ D.C. -- 202-782-1199, Malcolm Grow Medical Center, Andrews Air Force Base, Maryland -- 240-857-2333, National Naval Medical Center, Bethesda, Maryland -- 301-295-4810, DeWitt Emergency room, Fort Belvoir, Virginia -- 703-805-0414. In a life-threatening situation, report to the nearest emergency room.

National Naval Medical Center – Bethesda, Maryland

Clinic Information – 301-295-2273

Walter Reed Army Medical Center – Washington, D.C.

Clinic Information – 202-782-3501

## **Executive Management & Housing Directorate (EMHD)**

This activity in Building 416, first floor, Fort Myer, is available to assist with on post housing. Director – 703-696-1147, Administrative Office – 703-696-1152, Housing Management – 703-696-3559/9611/9609/3557/3558/7076/3903/0937. Family housing work order desk is 703-696-2623.

Military personnel of any service may apply for housing at any Army post in the National Capital Region. For other on post housing assistance, contact Fort Belvoir at 703-454-9700 or Fort Meade at 410-672-4570.

### **Off post housing**

Off post housing is available through the Rental Partnership Program (RPP), once known as the “Set Aside” program. Under this program, apartments are available at

reduced rent with no security deposits, no credit check, no application fee and no minimum income requirement. The service member agrees to pay the rent through payroll allotment and signs a one-year lease. To apply for Family housing, get off post housing listings or find out more about the RPP, visit or call EMHD, Building 416, Fort Myer, 703-696-3557/3558/3559.

## **Inspector General**

Complaints and requests for help should be made to the Military District of Washington's Inspector General. This office is in Building 18, Fort McNair, District of Columbia. Hours are Monday through Friday, 7:30 a.m. to 4:30 p.m.

Call them at 202-685-3322 for more information.

## **Legal Assistance**

Free legal counseling and document preparation is available by appointment to active duty and retired service members and their Families. Legal subjects covered include most types of civilian legal issues such as wills, divorce, child support, child custody, car contracts, landlord/tenant issues, real estate and military administrative matters.

### **Legal Assistance -- Staff Judge Advocate (Building 32, Fort McNair) ... 202-685-3035**

Administrative Law ..... 202-685-4949

Contracts ..... 202-685-4931

Labor & Employment Law ..... 202-685-5229

### **Legal Services (Building 201, Fort Myer)**

Claims ..... 703-696-0761

Legal Assistance ..... 703-696-0761

Notary Services 703-696-0761/62

Military Law and Operations ..... 202-685-3260

Victim-Witness Liaison ..... 202-685-4151

Operational Law ..... 202-685-2989

TOG Legal (Military Law) ..... 703-696-4886

Trial Defense Service (Building 229, Fort Myer) ... 703-696-6700

### **Legal Services - U.S. Marine (Building 29, Henderson Hall)**

Civil Law ..... 703-614-**3800**

Military Law ..... 703-614-1266

## **Library**

The Joint Base Myer-Henderson Hall Library staff is committed to the support of military and civilian personnel and is capable of providing special bibliographies upon request.

The Library has a versatile collection of books, audio and visual materials and magazines for adults and children. This collection supports general and professional interests, recreational reading and academics.

In addition, there are 10 public computers equipped with Microsoft Office (Word, Excel, Publisher) and Internet access. The library staff provides real-reference services and can borrow materials through a network of special, public and academic libraries. Check the Library at [www.jbmhh.army.mil](http://www.jbmhh.army.mil).

The Library is located in Fort Myer's Building 417; Hours are Monday through Thursday, 10 a.m. to 7 p.m., closed Friday and Saturday, open Sunday -- noon to 5 p.m.

For more information, call **703-696-3555**.

### **Army Military Pay**

Joint Base Myer-Henderson Hall's Fort Myer branch of the Defense Military Pay Office – National Capital Region - provides assistance and information on military and travel pay. The Army finance office is located in Building 202. The hours of operation are Monday through Friday, from 8 a.m. to 3 p.m. (closed for lunch from noon to 1 p.m.).

The office is closed the last Wednesday of the month for staff training.  
**Call 703-696-3522 for more information.**

### **Religious Support**

The chaplains, chaplain assistants and other members of the religious support teams in the Joint Base Myer-Henderson Hall area provide a wide range of services at each installation. Chaplain programs include weekday and weekend worship, Sunday school, adult religious education and pastoral care by chaplains.

For more information about religious activities, please call:

Joint Base Myer-Henderson Hall Chaplain's Office  
703-696-3532/33

Fort Myer, Virginia  
Memorial Chapel  
Building 480  
703-696-3533

Fort Myer, Virginia

Old Post Chapel  
Building 335  
703-696-3128

Henderson Hall, Virginia  
Battalion Chaplain - 703-614-9280  
Emergency Phone Number - 703-772-4868  
Religious Program Specialist - 703-693-4732

3rd U.S. Infantry Regiment  
(The Old Guard) Chaplain  
Fort Myer, **Virginia**  
703-696-4850

Arlington National Cemetery  
Chaplain - 703-607-8957

Fort McNair, **D.C.**  
Military District  
of Washington Chaplain  
202-685-2856

## **Retirement Services**

Retirement Services also assists transitioning Soldiers and retirees by providing information on benefits and their retirement eligibility. The Retirement Services Office is in Building 202, Fort Myer. Hours are 8 a.m. to 3:30 p.m. weekdays except for the first Tuesday of each month, when the pre-retirement briefing is held. Call 703-696-5948 or e-mail [jbmhh-rso@conus.army.mil](mailto:jbmhh-rso@conus.army.mil) for more information.

## **Schools**

There are nine major public school systems in the Washington metropolitan area with kindergartens and grades one through 12. Many private schools serve some or all of these grades as well.

A birth certificate, proof of vaccination and other medical immunizations are required for registration. If transferring from another school, the student's latest report card or a transfer form is required as well.

Telephone the district or school for specifics:

## Public Schools

**District of Columbia** – 202-442-5885 – <http://dcps.dc.gov>

**Montgomery County, Maryland** – 301-279-3391, 301-279-3100 – [www.montgomeryschoolsmd.org](http://www.montgomeryschoolsmd.org)

**Prince George's County, Maryland** – 301-952-6300 – [www.pgcps.org](http://www.pgcps.org)

**City of Alexandria, Virginia** – 703-824-6675 – [www.acps.k12.va.us](http://www.acps.k12.va.us)

**Arlington County, Virginia** – 703-228-6000 – [www.apsva.us](http://www.apsva.us)

**Fairfax County, Virginia** – 571-423-3000 – [www.fcps.edu](http://www.fcps.edu)

**Falls Church City, Virginia** – 703-248-5600 – [www.fccps.org](http://www.fccps.org)

**Loudon County, Virginia** – 571-252-1000 – [www.loudoun.k12.va.us](http://www.loudoun.k12.va.us)

**Prince William County, Virginia** – 703-791-7200 – [www.pwcs.edu](http://www.pwcs.edu)

**City of Fairfax, Virginia** – 703-246-8100 – [www.fairfaxva.gov](http://www.fairfaxva.gov)

**Fairfax County, Virginia** – 571-423-1000 – [www.fcps.edu](http://www.fcps.edu)

## Shopping

### Military Exchanges

Along with the many shopping opportunities in the National Capital Region, there are a number of base and post exchanges including Army and Air Force Exchange Service (AAFES) and Marine Corps Community Services (MCCS) on post or on base stores. The following lists a few:

Henderson Hall **Marine Corps** Exchange

703-979-8420

Fort Myer Post Exchange

703-522-4575

Andrews Air Force Base

301-568-1500

Bolling Air Force Base

202-562-3000

Fort Belvoir

703-806-5800

Fort Meade

410-674-7170

## **Transportation**

The Joint Base Myer-Henderson Hall logistics division provides shuttle service to and from Henderson Hall, Fort Myer and the Pentagon from **5:15 a.m. to 8:10 a.m.** and from **4:25 p.m. to 6:45 p.m.** Monday through Friday. Call 703-696-7109/7132 -

[www.jbmhh.army.mil/sites/directorates/logistics3.asp](http://www.jbmhh.army.mil/sites/directorates/logistics3.asp)

**Pentagon Circulator** - 703-693-3768, [www.whs.mil/DFD/Info/DoDTransportation.cfm](http://www.whs.mil/DFD/Info/DoDTransportation.cfm)

See the following for more information:

**Mass Transit Subsistence:** <http://www.whs.mil/DFD/Info/NCRTransitSubsidy.cfm>

**Ticket Pick Up Schedule:** <http://www.whs.mil/DFD/PSD%20Services/Pick-UPInformation.cfm>

**FAQ:** <http://www.whs.mil/DFD/PSD%20Services/FAQ.cfm>

**Carpooling** - the National Capital Region is heavily congested by commuters trying to get in and around the area. Carpooling is available in the area. Call 1-800-745-RIDE (7433) for details.

## **Thrift Shop**

The Thrift Shop on Fort Myer offers two buildings filled with items including clothing, shoes, furniture, house wares, uniforms, linens, tools and seasonal items just to mention a few things. The general public is welcome to purchase at the Thrift Shop.

The Boutique has upscale clothing along with fashion, gold and sterling silver jewelry, purses, military memorabilia and other collectible décor items.

Through consignments and donations received daily from a large military community, our inventory is constantly changing.

The Thrift Shop in concert with the Army Officers Wives Club of the Greater Washington Area (AOWCGWA) supports an annual disbursement of its profits through community grants and scholarships. The Thrift Shop is located in Buildings 224 and 225, Forrest Circle, Fort Myer.

Hours are Tuesday, Wednesday and Thursday, 10 a.m. to 2:30 p.m. and the first Saturday of each month, 10 a.m. to 2:30 p.m.

Call 703-527-0664 and see [www.fortmyerthriftshop.org](http://www.fortmyerthriftshop.org) for more information.

## **United Service Organization (USO)**

The USO of Metropolitan Washington (USO-Metro) is a private, nonprofit organization whose mission is "Serving those who serve -- and their Families" in Washington D.C., Maryland and Northern Virginia. USO-Metro provides programs and services for active duty troops and their Families at the area's military hospitals; through its Mobile USO program; six USO Family support centers and four airport lounges.

USO-Metro has proudly served the Joint Base Myer-Henderson Hall area since 1979. These programs are geared to the interests of the single service member who resides in the barracks. Texas Hold'Em tournaments, the DVD library and the computer lounge are popular programs and services. In addition, the USO-Metro TicketLine program offers free tickets to music, theater, sporting and other area events.

Call 703-696-2551 for updates on available tickets.

The Mobile USO is based out of USO-Metro's headquarters at Fort Myer, Virginia, Building 405, and travels to various military community events, training exercises, deployments and homecomings as well as to special requested events from military installation commanders.

USO-Metro provides emergency services that include housing and food assistance. USO-Metro offers free furnished apartment units to military service members and their Families who are in extreme financial hardship or to Families of service members who are critically or terminally ill and require treatment at area military hospitals. USO-

Metro also has a limited supply of food and food certificates for military Families in need.

USO-Metro's Hospital Services department supports service members and their Families who are recovering and receiving treatment at Walter Reed Army Medical Center, National Naval Medical Center and the Warrior Transition Units at Fort Meade, Fort Belvoir, and McGuire Richmond Veterans Administration Medical Center.

Hospital Services generate programs such as patient excursions, "Time for You Spa Day," Texas Hold'em Poker Tournaments, BBQs, concerts, United through Reading, grocery gift cards, Clyde's lunches and Celebrity Handshake Tours.

For more information about USO-Metro's programs, services and upcoming events visit [www.usometro.org](http://www.usometro.org) or call 703-696-3279.

## **Veterinary Services**

The mission of the Veterinary Treatment Facility (VTF) at Fort Myer is to provide care to pets belonging to past and present warriors in the National Capital Region.

No emergency services are provided for privately owned animals. Services available are vaccines, minor sick call, health certificates, heartworm test, fecal exams, toe nail trims, medications including heartworm preventive, prescription diets and over the counter flea preventive.

The VTF is at 101 Jackson Street, Building 239, open Monday through Friday from 8 a.m. to 3:30 p.m. by appointment only; closed the last business day of each month for inventory.

For more information and to make an appointment, call 703-696-3604.